

COMPLAINT DEFICIENCY - LEVEL OF HARM 4

Based on Nursing Home Compare - Complaint Deficiency

Nursing Home Name	City	State
LAKE WOODS NURSING & REHABILITATION CENTER	MUSKEGON	MI
MARQUETTE COUNTY MEDICAL CARE FACILITY	ISHPEMING	MI
HARTFORD NURSING & REHABILITATION CENTER	DETROIT	MI
HARTFORD NURSING & REHABILITATION CENTER	DETROIT	MI
HARTFORD NURSING & REHABILITATION CENTER	DETROIT	MI
PLAINWELL PINES NURSING AND REHABILITATION COMMUNI	PLAINWELL	MI

COMPLAINT DEFICIENCY - LEVEL OF HARM 4

Based on Nursing Home Compare - Complaint Deficiency

Survey Date	Deficiency Type
06/21/2012	HEALTH
05/22/2012	HEALTH
05/18/2012	HEALTH
05/18/2012	HEALTH
05/18/2012	HEALTH
05/18/2012	HEALTH

COMPLAINT DEFICIENCY - LEVEL OF HARM 4

Based on Nursing Home Compare - Complaint Deficiency

Deficiency Category	Deficiency	Scope
Quality Care Deficiencies	Provide necessary care and services to maintain the highest well being of each resident .	Few
Quality Care Deficiencies	Properly care for residents needing special services, including: injections, colostomy, ureostomy, ileostomy, tracheostomy care, tracheal suctioning, respiratory care, foot care, and prostheses.	Few
Mistreatment Deficiencies	Protect each resident from all abuse, physical punishment, and being separated from others.	Few
Mistreatment Deficiencies	1) Hire only people with no legal history of abusing, neglecting or mistreating residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of residents.	Few
Administration Deficiencies	Be administered in an acceptable way that maintains the well-being of each resident .	Few
Environmental Deficiencies	Make sure that the nursing home area is free from accident	Few

COMPLAINT DEFICIENCY - LEVEL OF HARM 4

Based on Nursing Home Compare - Complaint Deficiency

Level of Harm

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COMPLAINT DEFICIENCY - LEVEL OF HARM 4

Based on Nursing Home Compare - Complaint Deficiency

CRANBROOK GERIATRIC VILLAGE	DETROIT	MI
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TENDERCARE MARSHALL	MARSHALL	MI
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ALTERCARE OF BIG RAPIDS	BIG RAPIDS	MI
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COVENTRY HOUSE INN	ST JOSEPH	MI
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COVENTRY HOUSE INN	ST JOSEPH	MI
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HENRY FORD CONT CARE CTR-BELMO	HARPER WOODS	MI
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COMPLAINT DEFICIENCY - LEVEL OF HARM 4

Based on Nursing Home Compare - Complaint Deficiency

04/20/2012

HEALTH

04/16/2012

HEALTH

03/16/2012

HEALTH

03/15/2012

HEALTH

03/15/2012

HEALTH

03/14/2012

HEALTH

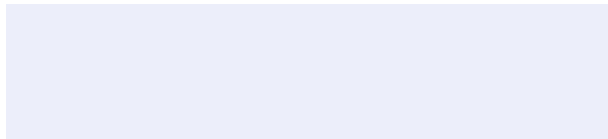
COMPLAINT DEFICIENCY - LEVEL OF HARM 4

Based on Nursing Home Compare - Complaint Deficiency

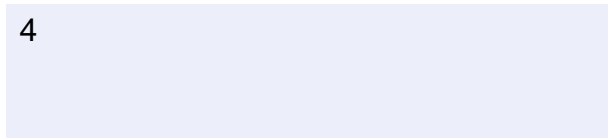
	hazards and risks and provides supervision to prevent avoidable accidents.	
Quality Care Deficiencies	Make sure that each resident gets a nutritional and well balanced diet, unless it is not possible to do so.	Few
Quality Care Deficiencies	Provide necessary care and services to maintain the highest well being of each resident .	Few
Environmental Deficiencies	Make sure that the nursing home area is free from accident hazards and risks and provides supervision to prevent avoidable accidents.	Few
Mistreatment Deficiencies	Write and use policies that forbid mistreatment, neglect and abuse of residents and theft of residents' property.	Few
Quality Care Deficiencies	Give each resident enough fluids to keep them healthy and prevent dehydration.	Few
Environmental Deficiencies	Make sure that the nursing home area is free from accident hazards and risks and provides supervision to prevent avoidable	Few

COMPLAINT DEFICIENCY - LEVEL OF HARM 4

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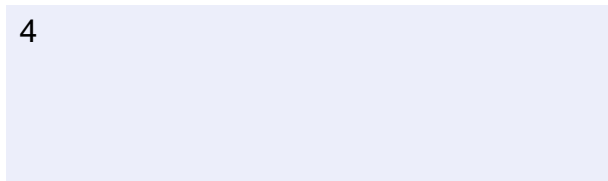


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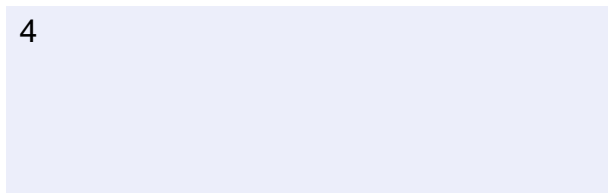
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COMPLAINT DEFICIENCY - LEVEL OF HARM 4

Based on Nursing Home Compare - Complaint Deficiency

ROYALTON MANOR, L L C	ST JOSEPH	MI
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MEDILODGE OF HOWELL	HOWELL	MI
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KING NURSING & REHABILITATION COMMUNITY	HOUGHTON LAKE	MI
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HOUGHTON CO MED CARE FACILITY	HANCOCK	MI
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LAURELS OF MT. PLEASANT (THE)	MOUNT PLEASANT	MI
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EVERGREEN MANOR SENIOR CARE CE	BATTLE CREEK	MI
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WHITEHALL HEALTHCARE CENTER OF NOVI	NOVI	MI
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COMPLAINT DEFICIENCY - LEVEL OF HARM 4

Based on Nursing Home Compare - Complaint Deficiency

03/06/2012

HEALTH

02/21/2012

HEALTH

02/17/2012

HEALTH

02/15/2012

HEALTH

02/15/2012

HEALTH

02/08/2012

HEALTH

02/07/2012

HEALTH

COMPLAINT DEFICIENCY - LEVEL OF HARM 4

Based on Nursing Home Compare - Complaint Deficiency

	accidents.	
Pharmacy Service Deficiencies	1) Make sure that each resident's drug regimen is free from unnecessary drugs; 2) Each resident's entire drug/medication is managed and monitored to achieve highest well being.	Few
Pharmacy Service Deficiencies	Make sure that residents are safe from serious medication errors.	Few
Environmental Deficiencies	Make sure that the nursing home area is free from accident hazards and risks and provides supervision to prevent avoidable accidents.	Few
Quality Care Deficiencies	Provide necessary care and services to maintain the highest well being of each resident .	Few
Mistreatment Deficiencies	Write and use policies that forbid mistreatment, neglect and abuse of residents and theft of residents' property.	Few
Pharmacy Service Deficiencies	Make sure that residents are safe from serious medication errors.	Few
Environmental Deficiencies	Make sure that the nursing home area is free from accident hazards and risks and provides	Few

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COMPLAINT DEFICIENCY - LEVEL OF HARM 4

Based on Nursing Home Compare - Complaint Deficiency

IRON CO MEDICAL CARE FACILITY	CRYSTAL FALLS	MI
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SUPERIOR WOODS HEALTHCARE CENTER	YPSILANTI	MI
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MACKINAC STRAITS LONG TERM CARE UNIT	SAINT IGNACE	MI
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MAPLE VALLEY NURSING HOME	MAPLE CITY	MI
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MENOMINEE CARE CENTER	MENOMINEE	MI
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BAY BLUFFS-EMMET CO MED CARE FAC	HARBOR SPRINGS	MI
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COMPLAINT DEFICIENCY - LEVEL OF HARM 4

Based on Nursing Home Compare - Complaint Deficiency

01/18/2012

HEALTH

01/05/2012

HEALTH

12/29/2011

HEALTH

12/13/2011

HEALTH

11/23/2011

HEALTH

11/16/2011

HEALTH

COMPLAINT DEFICIENCY - LEVEL OF HARM 4

Based on Nursing Home Compare - Complaint Deficiency

Mistreatment Deficiencies	supervision to prevent avoidable accidents. Write and use policies that forbid mistreatment, neglect and abuse of residents and theft of residents' property.	Few
Quality Care Deficiencies	Provide necessary care and services to maintain the highest well being of each resident .	Few
Mistreatment Deficiencies	Write and use policies that forbid mistreatment, neglect and abuse of residents and theft of residents' property.	Few
Environmental Deficiencies	Make sure that the nursing home area is free from accident hazards and risks and provides supervision to prevent avoidable accidents.	Few
Environmental Deficiencies	Make sure that the nursing home area is free from accident hazards and risks and provides supervision to prevent avoidable accidents.	Few
Mistreatment Deficiencies	Write and use policies that forbid mistreatment, neglect and abuse of residents and theft of residents' property.	Few

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Based on Nursing Home Compare - Complaint Deficiency

BORTZ HEALTH CARE OF YPSILANTI	YPSILANTI	MI
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COVENANT VILLAGE OF THE GREAT LAKES	GRAND RAPIDS	MI
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FERGUSON CONVALESCENT HOME	LAPEER	MI
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BORTZ HEALTH CARE OF WARREN	WARREN	MI
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CRESTMONT NURSING CARE CENTER	FENTON	MI
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EVANGELICAL HOME - SALINE	SALINE	MI
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COMPLAINT DEFICIENCY - LEVEL OF HARM 4

Based on Nursing Home Compare - Complaint Deficiency

11/09/2011

HEALTH

11/09/2011

HEALTH

11/09/2011

HEALTH

10/21/2011

HEALTH

10/21/2011

HEALTH

08/29/2011

HEALTH

COMPLAINT DEFICIENCY - LEVEL OF HARM 4

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	property.	
Environmental Deficiencies	Make sure that the nursing home area is free from accident hazards and risks and provides supervision to prevent avoidable accidents.	Many
Quality Care Deficiencies	Provide necessary care and services to maintain the highest well being of each resident .	Few
Mistreatment Deficiencies	Protect each resident from all abuse, physical punishment, and being separated from others.	Few
Quality Care Deficiencies	Make sure that each resident gets a nutritional and well balanced diet, unless it is not possible to do so.	Few
Environmental Deficiencies	Make sure that the nursing home area is free from accident hazards and risks and provides supervision to prevent avoidable accidents.	Few
Environmental Deficiencies	Make sure that the nursing home area is free from accident hazards and risks and provides supervision to prevent avoidable accidents.	Few

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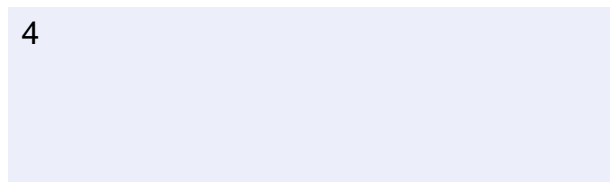


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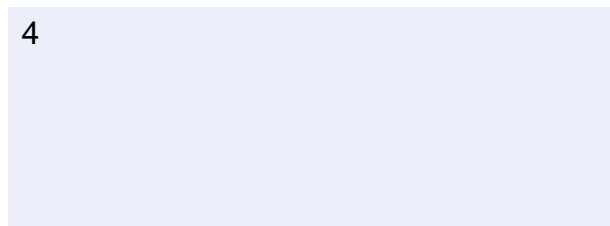
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COMPLAINT DEFICIENCY - LEVEL OF HARM 4

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ST FRANCIS NURSING CENTER	DETROIT	MI
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OAKVIEW MEDICAL CARE FACILITY	LUDINGTON	MI
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FAITH HAVEN SENIOR CARE CENTRE	JACKSON	MI
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IOSCO CO MEDICAL CARE FACILITY	TAWAS CITY	MI
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HEARTLAND HEALTH CARE CENTER-KALAMAZOO	KALAMAZOO	MI
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HEARTLAND HEALTH CARE CENTER-KALAMAZOO	KALAMAZOO	MI
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COMPLAINT DEFICIENCY - LEVEL OF HARM 4

Based on Nursing Home Compare - Complaint Deficiency

08/23/2011

HEALTH

08/18/2011

HEALTH

08/17/2011

HEALTH

08/04/2011

HEALTH

08/02/2011

HEALTH

08/02/2011

HEALTH

COMPLAINT DEFICIENCY - LEVEL OF HARM 4

Based on Nursing Home Compare - Complaint Deficiency

Environmental Deficiencies	Make sure that the nursing home area is free from accident hazards and risks and provides supervision to prevent avoidable accidents.	Few
Environmental Deficiencies	Make sure that the nursing home area is free from accident hazards and risks and provides supervision to prevent avoidable accidents.	Few
Environmental Deficiencies	Make sure that the nursing home area is free from accident hazards and risks and provides supervision to prevent avoidable accidents.	Few
Environmental Deficiencies	Make sure that the nursing home area is free from accident hazards and risks and provides supervision to prevent avoidable accidents.	Few
Quality Care Deficiencies	Provide care by qualified persons according to each resident's written plan of care.	Few
Administration Deficiencies	Be administered in an acceptable way that maintains the well-being of each resident .	Some

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COMPLAINT DEFICIENCY - LEVEL OF HARM 4

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HARTFORD NURSING & REHABILITATION CENTER	DETROIT	MI
HARTFORD NURSING & REHABILITATION CENTER	DETROIT	MI
HILLTOP MANOR HEALTH CARE CENTER	ROSCOMMON	MI
MAGNUMCARE OF HASTINGS, LLC	HASTINGS	MI
TENDERCARE HEALTH & REHAB CENTER OF WYOMING	WYOMING	MI
TENDERCARE HEALTH & REHAB CENTER OF WYOMING	WYOMING	MI
HERITAGE MANOR HEALTHCARE CENT	FLINT	MI
BORGESS GARDENS	KALAMAZOO	MI

COMPLAINT DEFICIENCY - LEVEL OF HARM 4

Based on Nursing Home Compare - Complaint Deficiency

07/15/2011	HEALTH
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07/15/2011	HEALTH
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07/14/2011	HEALTH
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07/06/2011	HEALTH
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06/30/2011	HEALTH
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06/30/2011	HEALTH
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06/27/2011	HEALTH
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06/10/2011	HEALTH
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COMPLAINT DEFICIENCY - LEVEL OF HARM 4

Based on Nursing Home Compare - Complaint Deficiency

Mistreatment Deficiencies	Write and use policies that forbid mistreatment, neglect and abuse of residents and theft of residents' property.	Some
Environmental Deficiencies	Maintain comfortable and safe temperature levels.	Some
Environmental Deficiencies	Have a program that investigates, controls and keeps infection from spreading.	Some
Quality Care Deficiencies	Provide necessary care and services to maintain the highest well being of each resident .	Few
Quality Care Deficiencies	Make sure services provided by the nursing facility meet professional standards of quality.	Few
Quality Care Deficiencies	Provide necessary care and services to maintain the highest well being of each resident .	Few
Quality Care Deficiencies	Make sure services provided by the nursing facility meet professional standards of quality.	Few
Resident Rights Deficiencies	Immediately tell the resident, the resident's doctor and a family member of the resident of situations (injury/decline/room, etc.) that affect the resident.	Few

COMPLAINT DEFICIENCY - LEVEL OF HARM 4

Based on Nursing Home Compare - Complaint Deficiency

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COMPLAINT DEFICIENCY - LEVEL OF HARM 4

Based on Nursing Home Compare - Complaint Deficiency

BORGESS GARDENS	KALAMAZOO	MI
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BORGESS GARDENS	KALAMAZOO	MI
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BORGESS GARDENS	KALAMAZOO	MI
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MAGNUMCARE OF ALBION, LLC	ALBION	MI
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HILLCREST NURSING AND REHABILITATION COMMUNITY	NORTH MUSKEGON	MI
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HILLCREST NURSING AND REHABILITATION COMMUNITY	NORTH MUSKEGON	MI
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MEDILODGE OF SOUTHFIELD, INC	SOUTHFIELD	MI
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COMPLAINT DEFICIENCY - LEVEL OF HARM 4

Based on Nursing Home Compare - Complaint Deficiency

06/10/2011	HEALTH
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06/10/2011	HEALTH
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06/10/2011	HEALTH
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05/17/2011	HEALTH
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05/02/2011	HEALTH
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05/02/2011	HEALTH
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03/28/2011	HEALTH
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COMPLAINT DEFICIENCY - LEVEL OF HARM 4

Based on Nursing Home Compare - Complaint Deficiency

Mistreatment Deficiencies	Protect each resident from all abuse, physical punishment, and being separated from others.	Few
Quality Care Deficiencies	Make sure services provided by the nursing facility meet professional standards of quality.	Few
Administration Deficiencies	Be administered in an acceptable way that maintains the well-being of each resident .	Few
Quality Care Deficiencies	Provide necessary care and services to maintain the highest well being of each resident .	Few
Quality Care Deficiencies	Make sure services provided by the nursing facility meet professional standards of quality.	Few
Environmental Deficiencies	Make sure that the nursing home area is free from accident hazards and risks and provides supervision to prevent avoidable accidents.	Few
Quality Care Deficiencies	Make sure that each resident who enters the nursing home without a catheter is not given a catheter, and receive proper services to prevent urinary tract infections and restore normal	Few

COMPLAINT DEFICIENCY - LEVEL OF HARM 4

Based on Nursing Home Compare - Complaint Deficiency

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COMPLAINT DEFICIENCY - LEVEL OF HARM 4

Based on Nursing Home Compare - Complaint Deficiency

WESTLAND CONVALESCENT & REHAB
CENTER

WESTLAND

MI

MARSHALL NURSING AND REHABILITATION
COMMUNITY

MARSHALL

MI

MARSHALL NURSING AND REHABILITATION
COMMUNITY

MARSHALL

MI

SAMARITAN MANOR

DETROIT

MI

TENDER CARE GAYLORD

GAYLORD

MI

RIVERIDGE MANOR

NILES

MI

COMPLAINT DEFICIENCY - LEVEL OF HARM 4

Based on Nursing Home Compare - Complaint Deficiency

03/24/2011

HEALTH

03/16/2011

HEALTH

03/16/2011

HEALTH

03/09/2011

HEALTH

02/07/2011

HEALTH

02/04/2011

HEALTH

COMPLAINT DEFICIENCY - LEVEL OF HARM 4

Based on Nursing Home Compare - Complaint Deficiency

	bladder function.	
Environmental Deficiencies	Make sure that the nursing home area is free from accident hazards and risks and provides supervision to prevent avoidable accidents.	Few
Quality Care Deficiencies	Provide necessary care and services to maintain the highest well being of each resident .	Few
Environmental Deficiencies	Make sure that the nursing home area is free from accident hazards and risks and provides supervision to prevent avoidable accidents.	Few
Administration Deficiencies	Be administered in an acceptable way that maintains the well-being of each resident .	Some
Mistreatment Deficiencies	Write and use policies that forbid mistreatment, neglect and abuse of residents and theft of residents' property.	Few
Environmental Deficiencies	Make sure that the nursing home area is free from accident hazards and risks and provides supervision to prevent avoidable accidents.	Few

COMPLAINT DEFICIENCY - LEVEL OF HARM 4

Based on Nursing Home Compare - Complaint Deficiency



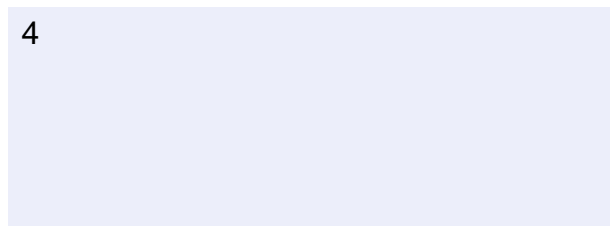
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COMPLAINT DEFICIENCY - LEVEL OF HARM 4

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FENTON HEALTHCARE	FENTON	MI
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HEARTLAND HEALTH CARE CENTER-THREE RIVERS	THREE RIVERS	MI
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MEDILODGE OF PORT HURON	FORT GRATIOT	MI
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LAURELS OF BEDFORD (THE)	BATTLE CREEK	MI
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BRITTANY MANOR	MIDLAND	MI
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OKEMOS HEALTH AND REHABILITATION CENTER	OKEMOS	MI
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KALKASKA MEMORIAL HEALTH CENTER	KALKASKA	MI
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COMPLAINT DEFICIENCY - LEVEL OF HARM 4

Based on Nursing Home Compare - Complaint Deficiency

01/21/2011

HEALTH

01/14/2011

HEALTH

12/06/2010

HEALTH

11/29/2010

HEALTH

10/28/2010

HEALTH

10/20/2010

HEALTH

10/13/2010

HEALTH

COMPLAINT DEFICIENCY - LEVEL OF HARM 4

Based on Nursing Home Compare - Complaint Deficiency

Environmental Deficiencies	Make sure that the nursing home area is free from accident hazards and risks and provides supervision to prevent avoidable accidents.	Few
Quality Care Deficiencies	Provide necessary care and services to maintain the highest well being of each resident .	Few
Quality Care Deficiencies	Make sure services provided by the nursing facility meet professional standards of quality.	Few
Environmental Deficiencies	Make sure that the nursing home area is free from accident hazards and risks and provides supervision to prevent avoidable accidents.	Few
Quality Care Deficiencies	Make sure services provided by the nursing facility meet professional standards of quality.	Few
Pharmacy Service Deficiencies	Make sure that residents are safe from serious medication errors.	Few
Environmental Deficiencies	Make sure that the nursing home area is free from accident hazards and risks and provides supervision to prevent avoidable accidents.	Few

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COMPLAINT DEFICIENCY - LEVEL OF HARM 4

Based on Nursing Home Compare - Complaint Deficiency

ST ANNES CONVALESCENT CENTER	DETROIT	MI
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GREENFIELD REHAB AND NURSING CENTER	ROYAL OAK	MI
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LAURELS OF SANDY CREEK (THE)	WAYLAND	MI
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HEARTLAND HEALTH CARE CENTER- CRESTVIEW	WYOMING	MI
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BORGESS GARDENS	KALAMAZOO	MI
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BORGESS GARDENS	KALAMAZOO	MI
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HEARTLAND HEALTH CARE CENTER-	DEARBORN	MI
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COMPLAINT DEFICIENCY - LEVEL OF HARM 4

Based on Nursing Home Compare - Complaint Deficiency

10/11/2010 HEALTH

10/11/2010 HEALTH

10/05/2010 HEALTH

09/29/2010 HEALTH

08/27/2010 HEALTH

08/27/2010 HEALTH

08/27/2010 HEALTH

COMPLAINT DEFICIENCY - LEVEL OF HARM 4

Based on Nursing Home Compare - Complaint Deficiency

Mistreatment Deficiencies	Keep each resident free from physical restraints, unless needed for medical treatment.	Few
Environmental Deficiencies	Make sure that the nursing home area is free from accident hazards and risks and provides supervision to prevent avoidable accidents.	Few
Quality Care Deficiencies	Provide necessary care and services to maintain the highest well being of each resident .	Few
Environmental Deficiencies	Make sure that the nursing home area is free from accident hazards and risks and provides supervision to prevent avoidable accidents.	Few
Quality Care Deficiencies	Properly care for residents needing special services, including: injections, colostomy, ureostomy, ileostomy, tracheostomy care, tracheal suctioning, respiratory care, foot care, and prostheses.	Few
Pharmacy Service Deficiencies	Make sure that residents are safe from serious medication errors.	Few
Pharmacy Service Deficiencies	Make sure that residents are safe	Few

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COMPLAINT DEFICIENCY - LEVEL OF HARM 4

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DEARBORN HEIGHTS	HEIGHTS	
HAMILTON NURSING HOME	DETROIT	MI
MARWOOD MANOR NURSING HOME	PORT HURON	MI
MARWOOD MANOR NURSING HOME	PORT HURON	MI
LAURELS OF MT. PLEASANT (THE)	MOUNT PLEASANT	MI
SCHNEPP SENIOR CARE AND REHAB CENTER	SAINT LOUIS	MI
MANOR OF BATTLE CREEK SKILLED NURSING AND REHAB	BATTLE CREEK	MI

COMPLAINT DEFICIENCY - LEVEL OF HARM 4

Based on Nursing Home Compare - Complaint Deficiency

08/25/2010

HEALTH

08/13/2010

HEALTH

08/13/2010

HEALTH

07/27/2010

HEALTH

07/22/2010

HEALTH

07/16/2010

HEALTH

COMPLAINT DEFICIENCY - LEVEL OF HARM 4

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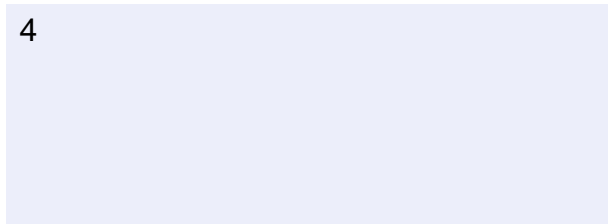
	from serious medication errors.	
Environmental Deficiencies	Make sure that the nursing home area is free from accident hazards and risks and provides supervision to prevent avoidable accidents.	Few
Resident Rights Deficiencies	Immediately tell the resident, the resident's doctor and a family member of the resident of situations (injury/decline/room, etc.) that affect the resident.	Few
Quality Care Deficiencies	Provide necessary care and services to maintain the highest well being of each resident .	Few
Mistreatment Deficiencies	Protect each resident from all abuse, physical punishment, and being separated from others.	Few
Environmental Deficiencies	Make sure that the nursing home area is free from accident hazards and risks and provides supervision to prevent avoidable accidents.	Few
Mistreatment Deficiencies	1) Hire only people with no legal history of abusing, neglecting or mistreating residents; or 2) report and investigate any acts or	Few

COMPLAINT DEFICIENCY - LEVEL OF HARM 4

Based on Nursing Home Compare - Complaint Deficiency

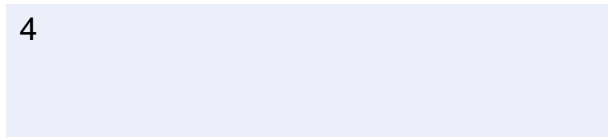


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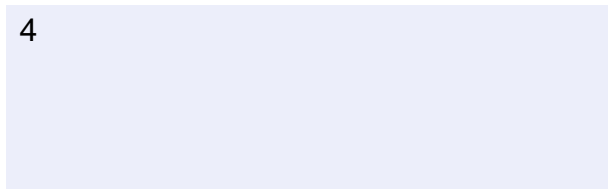
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COMPLAINT DEFICIENCY - LEVEL OF HARM 4

Based on Nursing Home Compare - Complaint Deficiency

MANOR OF BATTLE CREEK SKILLED
NURSING AND REHAB

BATTLE CREEK MI

MANOR OF BATTLE CREEK SKILLED
NURSING AND REHAB

BATTLE CREEK MI

MANOR OF BATTLE CREEK SKILLED
NURSING AND REHAB

BATTLE CREEK MI

INN AT FREEDOM VILLAGE, THE

HOLLAND MI

INN AT FREEDOM VILLAGE, THE

HOLLAND MI

TENDERCARE PORTAGE

PORTAGE MI

HEARTLAND HEALTH CARE CENTER-
PLYMOUTH COURT

PLYMOUTH MI

SHIAWASSEE COUNTY MED CARE FAC

CORUNNA MI

COMPLAINT DEFICIENCY - LEVEL OF HARM 4

Based on Nursing Home Compare - Complaint Deficiency

07/16/2010	HEALTH
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07/16/2010	HEALTH
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07/16/2010	HEALTH
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07/14/2010	HEALTH
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07/14/2010	HEALTH
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06/29/2010	HEALTH
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06/04/2010	HEALTH
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06/01/2010	HEALTH
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COMPLAINT DEFICIENCY - LEVEL OF HARM 4

Based on Nursing Home Compare - Complaint Deficiency

	reports of abuse, neglect or mistreatment of residents.	
Mistreatment Deficiencies	Write and use policies that forbid mistreatment, neglect and abuse of residents and theft of residents' property.	Some
Environmental Deficiencies	Maintain comfortable and safe temperature levels.	Some
Administration Deficiencies	Be administered in an acceptable way that maintains the well-being of each resident .	Some
Resident Rights Deficiencies	Immediately tell the resident, the resident's doctor and a family member of the resident of situations (injury/decline/room, etc.) that affect the resident.	Few
Quality Care Deficiencies	Make sure services provided by the nursing facility meet professional standards of quality.	Few
Pharmacy Service Deficiencies	Make sure that residents are safe from serious medication errors.	Few
Mistreatment Deficiencies	Write and use policies that forbid mistreatment, neglect and abuse of residents and theft of residents' property.	Few
Administration Deficiencies	Be administered in an acceptable	Few

COMPLAINT DEFICIENCY - LEVEL OF HARM 4

Based on Nursing Home Compare - Complaint Deficiency

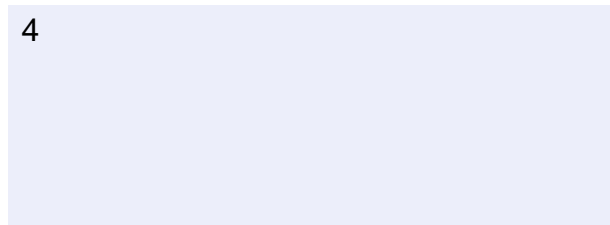


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COMPLAINT DEFICIENCY - LEVEL OF HARM 4

Based on Nursing Home Compare - Complaint Deficiency

SHIAWASSEE COUNTY MED CARE FAC	CORUNNA	MI
SHIAWASSEE COUNTY MED CARE FAC	CORUNNA	MI
TENDER CARE CLARE	CLARE	MI
NORTH OTTAWA CARE CENTER	SPRING LAKE	MI
HURON CO MED CARE FACILITY	BAD AXE	MI
HURON CO MED CARE FACILITY	BAD AXE	MI
HURON CO MED CARE FACILITY	BAD AXE	MI
LIVONIA WOODS NURSING AND REHABILITATION	LIVONIA	MI
GRAYLING NURSING & REHAB COMMUNITY	GRAYLING	MI

COMPLAINT DEFICIENCY - LEVEL OF HARM 4

Based on Nursing Home Compare - Complaint Deficiency

	HEALTH
06/01/2010	HEALTH
05/18/2010	HEALTH
04/27/2010	HEALTH
03/09/2010	HEALTH
03/09/2010	HEALTH
03/09/2010	HEALTH
03/02/2010	HEALTH
02/25/2010	HEALTH

COMPLAINT DEFICIENCY - LEVEL OF HARM 4

Based on Nursing Home Compare - Complaint Deficiency

Administration Deficiencies	Be administered in an acceptable way that maintains the well-being of each resident .	Few
Administration Deficiencies	Make sure that nurse aides show they have the skills and techniques to be able to care for residents' needs.	Few
Pharmacy Service Deficiencies	Make sure that residents are safe from serious medication errors.	Few
Administration Deficiencies	Be administered in an acceptable way that maintains the well-being of each resident .	Few
Quality Care Deficiencies	Provide necessary care and services to maintain the highest well being of each resident .	Few
Pharmacy Service Deficiencies	Make sure that residents are safe from serious medication errors.	Few
Administration Deficiencies	Be administered in an acceptable way that maintains the well-being of each resident .	Few
Environmental Deficiencies	Make sure that the nursing home area is free from accident hazards and risks and provides supervision to prevent avoidable accidents.	Few
Environmental Deficiencies	Make sure that the nursing home	Few

COMPLAINT DEFICIENCY - LEVEL OF HARM 4

Based on Nursing Home Compare - Complaint Deficiency

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COMPLAINT DEFICIENCY - LEVEL OF HARM 4

Based on Nursing Home Compare - Complaint Deficiency

GRAYLING NURSING & REHAB COMMUNITY	GRAYLING	MI
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METRON OF BIG RAPIDS	BIG RAPIDS	MI
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METRON OF BIG RAPIDS	BIG RAPIDS	MI
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TENDER CARE HEALTH CENTER OF LEELANAU	SUTTONS BAY	MI
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DURAND SENIOR CARE AND REHAB CENTER, L L C	DURAND	MI
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MARVIN & BETTY DANTO FAMILY HEALTH CARE CENTER	WEST BLOOMFIELD	MI
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WHITEHALL HEALTHCARE CENTER OF NOVI	NOVI	MI
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COMPLAINT DEFICIENCY - LEVEL OF HARM 4

Based on Nursing Home Compare - Complaint Deficiency

HEALTH

02/16/2010

HEALTH

02/16/2010

HEALTH

02/04/2010

HEALTH

01/28/2010

HEALTH

01/20/2010

HEALTH

01/11/2010

HEALTH

COMPLAINT DEFICIENCY - LEVEL OF HARM 4

Based on Nursing Home Compare - Complaint Deficiency

Environmental Deficiencies	Make sure that the nursing home area is free from accident hazards and risks and provides supervision to prevent avoidable accidents.	Few
Quality Care Deficiencies	Make sure services provided by the nursing facility meet professional standards of quality.	Few
Administration Deficiencies	Be administered in an acceptable way that maintains the well-being of each resident .	Few
Environmental Deficiencies	Make sure that the nursing home area is free from accident hazards and risks and provides supervision to prevent avoidable accidents.	Few
Pharmacy Service Deficiencies	Make sure that residents are safe from serious medication errors.	Few
Environmental Deficiencies	Make sure that the nursing home area is free from accident hazards and risks and provides supervision to prevent avoidable accidents.	Few
Quality Care Deficiencies	Provide necessary care and services to maintain the highest well being of each resident .	Few

COMPLAINT DEFICIENCY - LEVEL OF HARM 4

Based on Nursing Home Compare - Complaint Deficiency

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COMPLAINT DEFICIENCY - LEVEL OF HARM 4

Based on Nursing Home Compare - Complaint Deficiency

FARMINGTON HEALTH CARE CENTER	FARMINGTON	MI
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HOWELL CARE CENTER	HOWELL	MI
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MEDILODGE OF STERLING HEIGHTS	STERLING HEIGHTS	MI
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HEALTHSOURCE SAGINAW, INC	SAGINAW	MI
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MANORCARE NURSING AND REHABILITATION CENTER	KINGSFORD	MI
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LAKELAND CENTER (THE)	SOUTHFIELD	MI
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LAKELAND CENTER (THE)	SOUTHFIELD	MI
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COMPLAINT DEFICIENCY - LEVEL OF HARM 4

Based on Nursing Home Compare - Complaint Deficiency

01/07/2010

HEALTH

01/07/2010

HEALTH

12/18/2009

HEALTH

12/09/2009

HEALTH

11/18/2009

HEALTH

10/21/2009

HEALTH

10/21/2009

HEALTH

COMPLAINT DEFICIENCY - LEVEL OF HARM 4

Based on Nursing Home Compare - Complaint Deficiency

Quality Care Deficiencies	Properly care for residents needing special services, including: injections, colostomy, ureostomy, ileostomy, tracheostomy care, tracheal suctioning, respiratory care, foot care, and prostheses.	Few
Pharmacy Service Deficiencies	Make sure that residents are safe from serious medication errors.	Few
Environmental Deficiencies	Make sure that the nursing home area is free from accident hazards and risks and provides supervision to prevent avoidable accidents.	Few
Environmental Deficiencies	Keep all essential equipment working safely.	Few
Environmental Deficiencies	Make sure that the nursing home area is free from accident hazards and risks and provides supervision to prevent avoidable accidents.	Few
Quality Care Deficiencies	Make sure services provided by the nursing facility meet professional standards of quality.	Few
Quality Care Deficiencies	Properly care for residents needing special services,	Few

COMPLAINT DEFICIENCY - LEVEL OF HARM 4

Based on Nursing Home Compare - Complaint Deficiency

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COMPLAINT DEFICIENCY - LEVEL OF HARM 4

Based on Nursing Home Compare - Complaint Deficiency

THE LAKEVIEW OF CADILLAC

CADILLAC

MI

GRAND OAKS NURSING CENTER

BALDWIN

MI

GRAND OAKS NURSING CENTER

BALDWIN

MI

GRAND OAKS NURSING CENTER

BALDWIN

MI

BAY SHORES SENIOR CARE AND REHAB
CENTER

BAY CITY

MI

TENDER CARE GREEN VIEW

ALPENA

MI

COMPLAINT DEFICIENCY - LEVEL OF HARM 4

Based on Nursing Home Compare - Complaint Deficiency

08/24/2009

HEALTH

08/19/2009

HEALTH

08/19/2009

HEALTH

08/19/2009

HEALTH

08/18/2009

HEALTH

08/05/2009

HEALTH

COMPLAINT DEFICIENCY - LEVEL OF HARM 4

Based on Nursing Home Compare - Complaint Deficiency

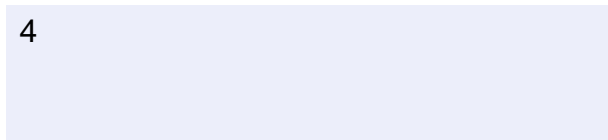
	including: injections, colostomy, ureostomy, ileostomy, tracheostomy care, tracheal suctioning, respiratory care, foot care, and prostheses.	
Environmental Deficiencies	Make sure that the nursing home area is free from accident hazards and risks and provides supervision to prevent avoidable accidents.	Few
Mistreatment Deficiencies	Protect each resident from all abuse, physical punishment, and being separated from others.	Few
Mistreatment Deficiencies	Develop policies that prevent mistreatment, neglect, or abuse of residents or theft of resident property.	Few
Administration Deficiencies	Be administered in an acceptable way that maintains the well-being of each resident .	Few
Pharmacy Service Deficiencies	Make sure that residents are safe from serious medication errors.	Few
Environmental Deficiencies	Make sure that the nursing home area is free from accident hazards and risks and provides supervision to prevent avoidable	Few

COMPLAINT DEFICIENCY - LEVEL OF HARM 4

Based on Nursing Home Compare - Complaint Deficiency

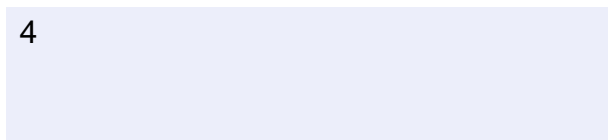


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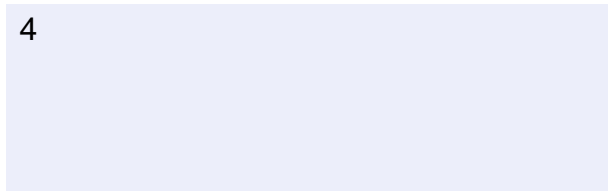
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COMPLAINT DEFICIENCY - LEVEL OF HARM 4

Based on Nursing Home Compare - Complaint Deficiency

OMNI CONTINUING CARE

DETROIT

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OMNI CONTINUING CARE

DETROIT

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COMPLAINT DEFICIENCY - LEVEL OF HARM 4

Based on Nursing Home Compare - Complaint Deficiency

06/30/2009

HEALTH

06/30/2009

HEALTH

06/30/2009

HEALTH

06/30/2009

HEALTH

06/30/2009

HEALTH

06/30/2009

HEALTH

06/30/2009

HEALTH

COMPLAINT DEFICIENCY - LEVEL OF HARM 4

Based on Nursing Home Compare - Complaint Deficiency

	accidents.	
Resident Rights Deficiencies	Immediately tell the resident, the resident's doctor and a family member of the resident of situations (injury/decline/room, etc.) that affect the resident.	Few
Mistreatment Deficiencies	Keep each resident free from physical restraints, unless needed for medical treatment.	Few
Mistreatment Deficiencies	Write and use policies that forbid mistreatment, neglect and abuse of residents and theft of residents' property.	Few
Quality Care Deficiencies	Make sure services provided by the nursing facility meet professional standards of quality.	Few
Quality Care Deficiencies	Provide necessary care and services to maintain the highest well being of each resident .	Few
Environmental Deficiencies	Make sure that the nursing home area is free from accident hazards and risks and provides supervision to prevent avoidable accidents.	Few
Administration Deficiencies	Be administered in an acceptable way that maintains the well-being	Few

COMPLAINT DEFICIENCY - LEVEL OF HARM 4

Based on Nursing Home Compare - Complaint Deficiency

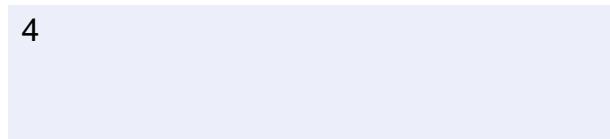


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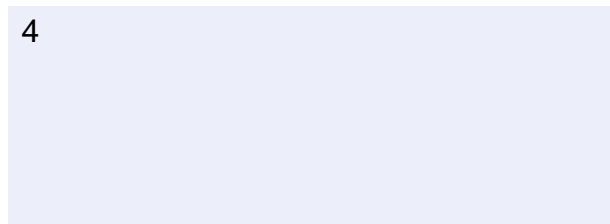
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COMPLAINT DEFICIENCY - LEVEL OF HARM 4

Based on Nursing Home Compare - Complaint Deficiency

MIDMICHIGAN GLADWIN PINES NH	GLADWIN	MI
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SANCTUARY AT THE PARK	MUSKEGON	MI
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ST JAMES NURSING CENTER	DETROIT	MI
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ST JAMES NURSING CENTER	DETROIT	MI
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ST JAMES NURSING CENTER	DETROIT	MI
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ST JAMES NURSING CENTER	DETROIT	MI
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ST JAMES NURSING CENTER	DETROIT	MI
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COMPLAINT DEFICIENCY - LEVEL OF HARM 4

Based on Nursing Home Compare - Complaint Deficiency

06/25/2009 HEALTH

06/02/2009 HEALTH

05/26/2009 HEALTH

05/26/2009 HEALTH

05/26/2009 HEALTH

05/26/2009 HEALTH

05/26/2009 HEALTH

COMPLAINT DEFICIENCY - LEVEL OF HARM 4

Based on Nursing Home Compare - Complaint Deficiency

	of each resident .	
Pharmacy Service Deficiencies	Make sure that residents are safe from serious medication errors.	Few
Quality Care Deficiencies	Provide necessary care and services to maintain the highest well being of each resident .	Few
Resident Rights Deficiencies	Immediately tell the resident, the resident's doctor and a family member of the resident of situations (injury/decline/room, etc.) that affect the resident.	Few
Mistreatment Deficiencies	Develop policies that prevent mistreatment, neglect, or abuse of residents or theft of resident property.	Some
Pharmacy Service Deficiencies	Maintain drug records and properly mark/label drugs and other similar products according to accepted professional standards.	Some
Administration Deficiencies	Be administered in an acceptable way that maintains the well-being of each resident .	Many
Quality Care Deficiencies	Provide necessary care and services to maintain the highest well being of each resident .	Few

COMPLAINT DEFICIENCY - LEVEL OF HARM 4

Based on Nursing Home Compare - Complaint Deficiency

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COMPLAINT DEFICIENCY - LEVEL OF HARM 4

Based on Nursing Home Compare - Complaint Deficiency

COUNTRYSIDE NURSING AND
REHABILITATION COMMUNITY

SOUTH HAVEN

MI

COMPLAINT DEFICIENCY - LEVEL OF HARM 4

Based on Nursing Home Compare - Complaint Deficiency

05/26/2009

HEALTH

COMPLAINT DEFICIENCY - LEVEL OF HARM 4

Based on Nursing Home Compare - Complaint Deficiency

Environmental Deficiencies

Make sure that the nursing home area is free from accident hazards and risks and provides supervision to prevent avoidable accidents. Few

COMPLAINT DEFICIENCY - LEVEL OF HARM 4

Based on Nursing Home Compare - Complaint Deficiency

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